

Receipts generally down to 2012/13 levels.

Closures remain similar to last year and the number of decision notices increased.

Caseloads fell.

The number of PECR concerns increased on recent quarters - although not up to last year's levels.

Fee income was up.

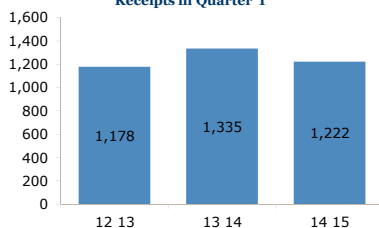
Simon Entwisle

FOI complaint casework July 2014 - Quarter 1

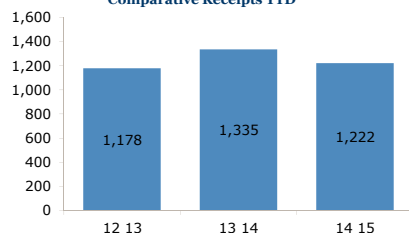
Received

	2013/14	2014/15
Quarter 1	1,335	1,222
Quarter 2	1,268	
Quarter 3	1,163	
Quarter 4	1,385	
Total	5,151	1,222

Receipts in Quarter 1



Comparative Receipts YTD

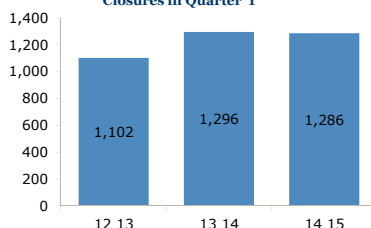


-8.5%

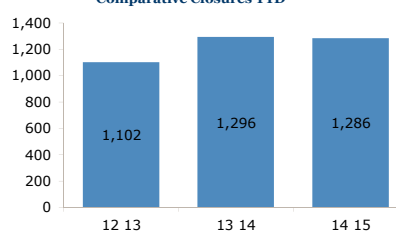
Closed

	2013/14	2014/15
Quarter 1	1,296	1,286
Quarter 2	1,284	
Quarter 3	1,255	
Quarter 4	1,461	
Total	5,296	1,286

Closures in Quarter 1

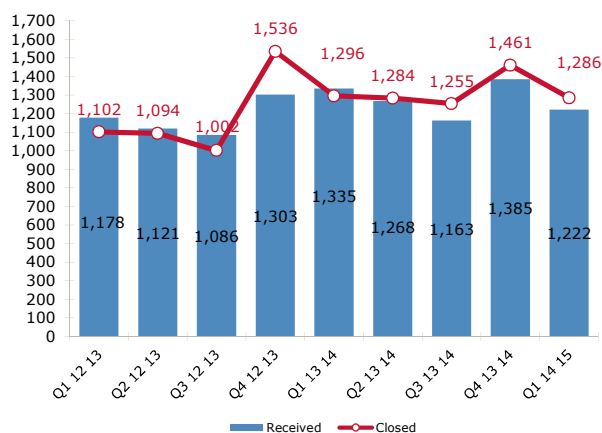


Comparative Closures YTD

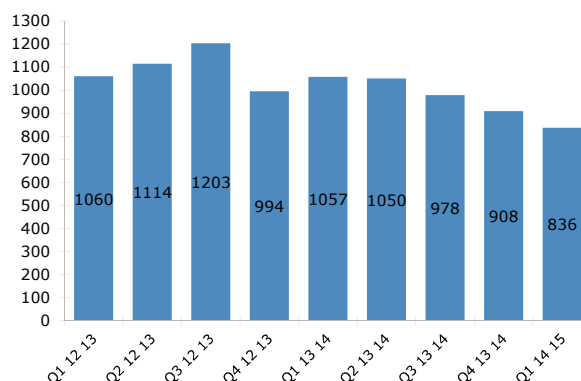


-0.8%

Receipt & Closures by Quarter



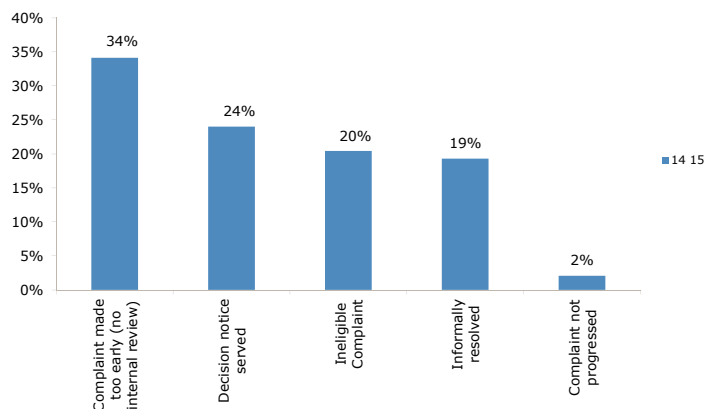
Caseload at end of each Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	763	59%
31 - 90 days	168	13%
91 - 180 days	244	19%
181 - 270 days	86	7%
271 - 365 days	23	2%
1 yr - 18 months	2	0%
Total	1,286	100%

FOI Complaint Comparative Outcomes Q1



Decision Notices Served

	2013/14	2014/15
Quarter 1	232	309
Quarter 2	298	
Quarter 3	316	
Quarter 4	415	
Total	1,106	309

Decision Notices Served by outcome

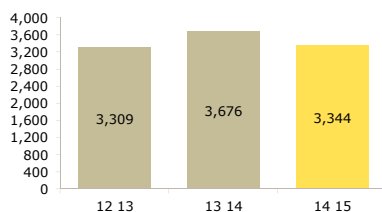
	2013/14				2014/15			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	139	28	65	232	184	43	82	309
Quarter 2	176	48	74	298				
Quarter 3	202	43	71	316				
Quarter 4	257	54	104	415				
Total	774	173	314	1,261	184	43	82	309

Some complaints that are originally classified as FOI receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

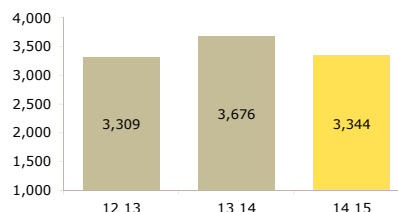
Received

	2013/14	2014/15
Quarter 1	3,676	3,344
Quarter 2	3,834	
Quarter 3	3,514	
Quarter 4	3,714	
Total	14,738	3,344

Receipts In Quarter 1



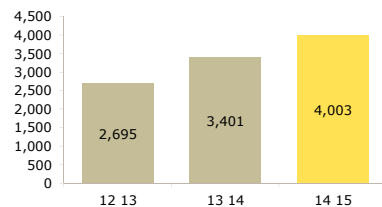
Comparative Receipts YTD



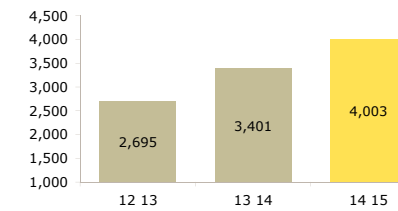
Closed

	2013/14	2014/15
Quarter 1	3,401	4,003
Quarter 2	3,839	
Quarter 3	4,111	
Quarter 4	4,141	
Total	15,492	4,003

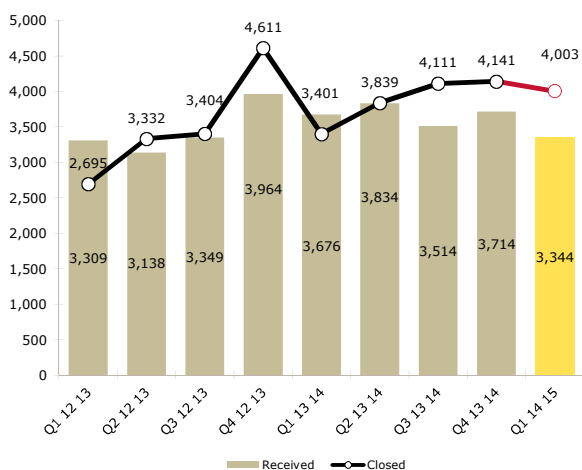
Closures in Quarter 1



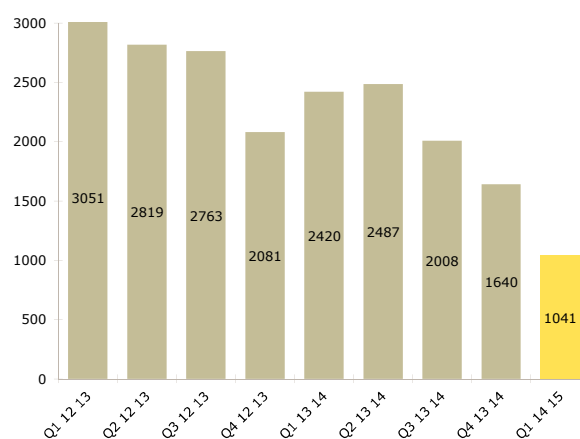
Comparative Closures YTD



Receipts and Closures by Quarter



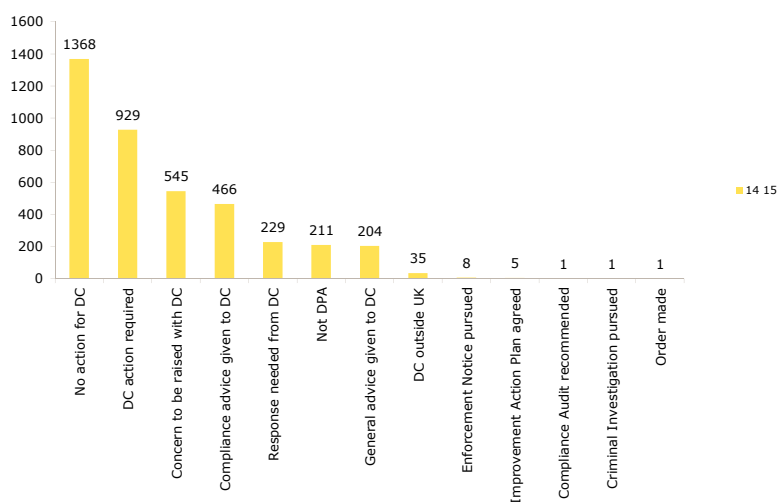
Caseload at the end of each Quarter



DP concerns - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	2,559	64%
31 - 90 days	880	22%
91 - 180 days	492	12%
181 - 270 days	68	2%
271 - 365 days	4	0%
Total	4,003	100%

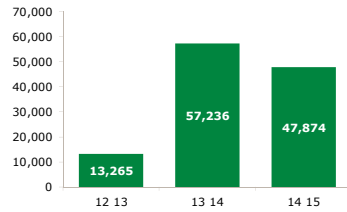
Outcomes of concerns finished



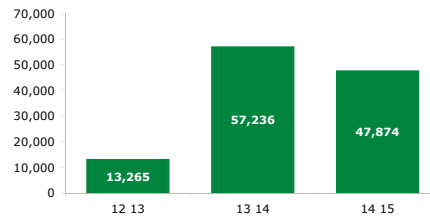
Concerns reported

	2013/14	2014/15
Quarter 1	57,236	47,874
Quarter 2	40,082	
Quarter 3	29,872	
Quarter 4	34,530	
Total	161,720	47,874

Concerns reported in Quarter 1



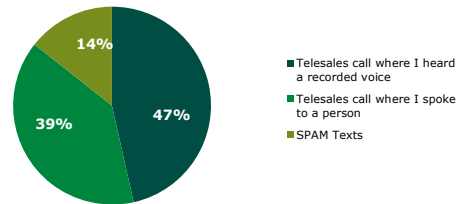
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2013/14			2014/15		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	34,066	15,347	7,445	22,105	18,635	6,829
Quarter 2	17,007	15,687	7,080			
Quarter 3	10,548	12,050	6,976			
Quarter 4	12,403	13,185	8,638			
Total	75,838	42,422	42,301	22,105	18,635	6,829

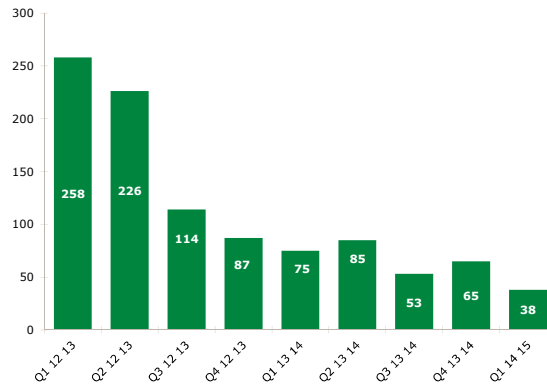
Nature of telesales and SPAM texts reported Q1



Cookie concerns reported

	2013/14	2014/15
Quarter 1	75	38
Quarter 2	85	
Quarter 3	53	
Quarter 4	65	
Total	278	38

Cookie concerns reported



FOI and EIR Complaints - Age profiles

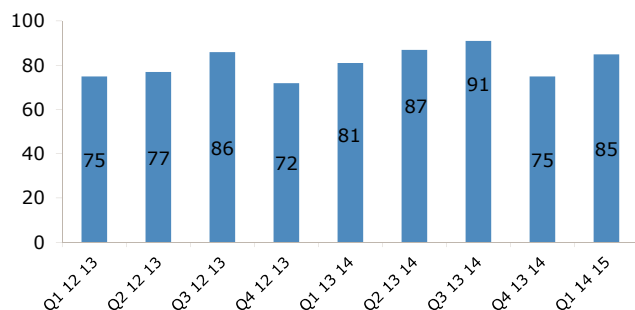
Age profile	Caseload Q1	%
0 - 30 days	241	28.8%
31 - 90 days	279	33.4%
91 - 180 days	239	28.6%
181 - 270 days	45	5.4%
271 - 365 days	26	3.1%
1 yr - 18 months	6	0.7%
Total	836	100%

DP Concerns - Age profiles

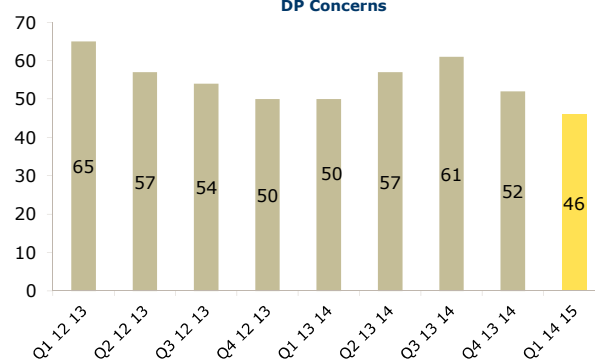
Age profile	Caseload Q1	%
0 - 30 days	537	51.6%
31 - 90 days	335	32.2%
91 - 180 days	143	13.7%
181 - 270 days	21	2.0%
271 - 365 days	4	0.4%
365 days +	1	0.1%
Total	1,041	100%

Average age of caseload in days at end of each quarter

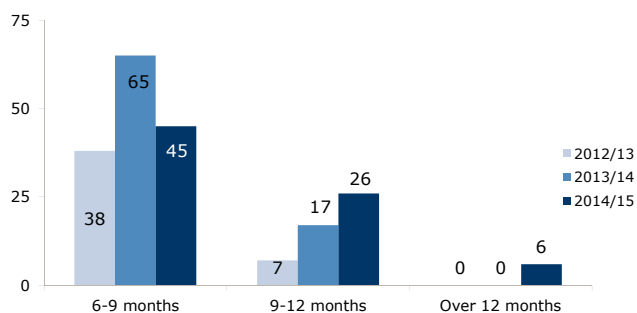
FOI and EIR Complaints



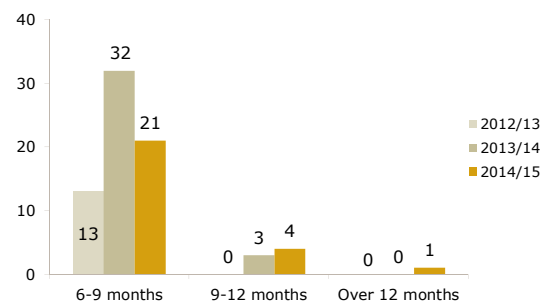
DP Concerns



FOI and EIR Complaints over 6 months old



DP Concerns over 6 months old

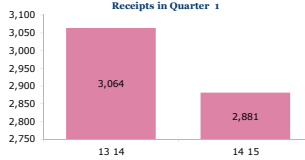


Written advice casework received

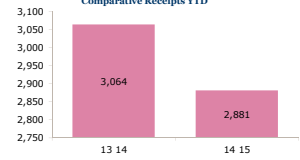
	2013/14	2014/15
Quarter 1	3,064	2,881
Quarter 2	3,218	
Quarter 3	2,826	
Quarter 4	2,793	
Total	11,901	

Written advice

Receipts in Quarter 1



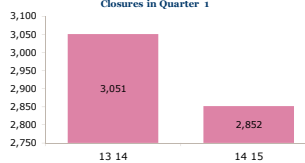
Comparative Receipts YTD



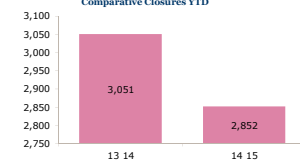
Written advice casework closed

	2013/14	2014/15
Quarter 1	3,051	2,852
Quarter 2	3,043	
Quarter 3	2,764	
Quarter 4	2,722	
Total	11,580	

Closures in Quarter 1



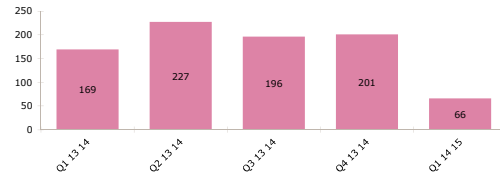
Comparative Closures YTD



Total written advice - age profile

Age profile	Caseload Q1	%
0 - 30 days	62	94%
31 - 90 days	3	5%
91 - 180 days	1	2%
Total	66	100%

Caseload at the end of each Quarter



Helpline advice

Helpline calls received

	2013/14	2014/15
Quarter 1	64,231	54,749
Quarter 2	73,030	
Quarter 3	63,553	
Quarter 4	59,089	
Total	259,903	54,749

Helpline calls answered

	2013/14	2014/15
Quarter 1	59,686	52,170
Quarter 2	67,996	
Quarter 3	60,249	
Quarter 4	55,506	
Total	243,437	52,170

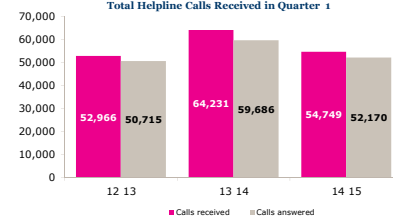
% calls answered

	2013/14	2014/15
Quarter 1	93%	95%
Quarter 2	93%	
Quarter 3	95%	
Quarter 4	94%	
Total	94%	95%

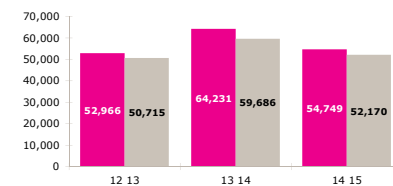
Average wait time

	2013/14	2014/15
Quarter 1	100	61
Quarter 2	94	
Quarter 3	72	
Quarter 4	74	
Average Wait YTD	85	

Total Helpline Calls Received in Quarter 1



Comparative Total Calls Received YTD



Helpline calls YTD

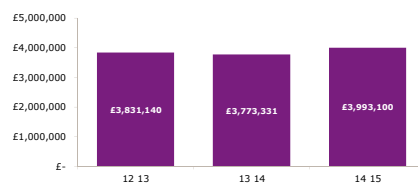
	2013/14	2014/15
Received	259,903	54,749
Answered	243,437	52,170
% Answered	94%	95%

Registration fee income

Fee income received

	2013/14	2014/15
Quarter 1	£3,773,331	£3,993,100
Quarter 2	£3,891,318	
Quarter 3	£4,321,522	
Quarter 4	£4,593,499	
Total	£16,579,670	£3,993,100

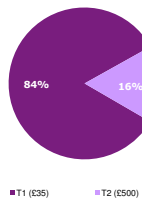
Registration Fee Income for Quarter 1



Comparative fee income YTD

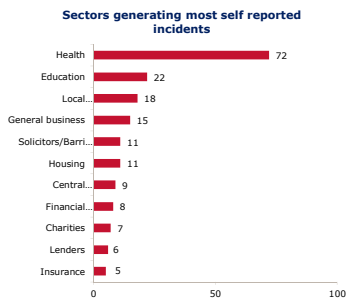
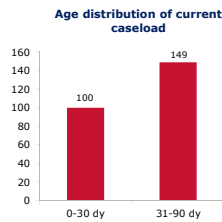


Fee income received in Q1 by fee tier

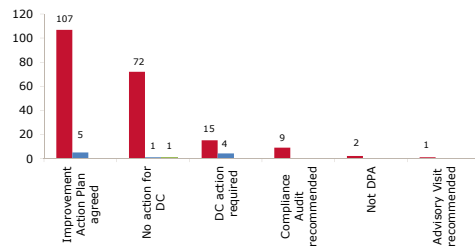


Self reported Incidents

	Received	Finished
Quarter 1	454	206
Quarter 2		
Quarter 3		
Quarter 4		
Total	454	206



Outcomes

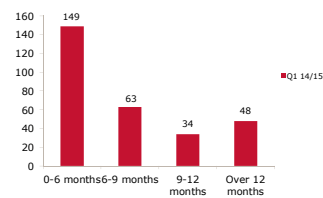


Enforcement and Criminal Investigations

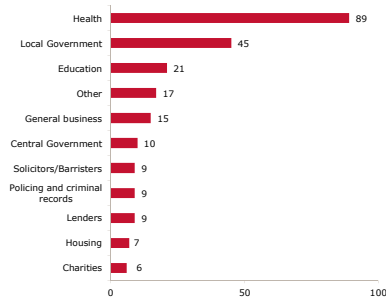
Enforcement

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	10	24	2	248	21	2
	Quarter 2						
	Quarter 3						
	Quarter 4						
Total		10	24	2	248	21	2

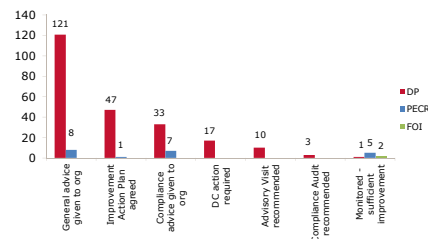
Age distribution of current caseload



Sectors generating most Enforcement cases



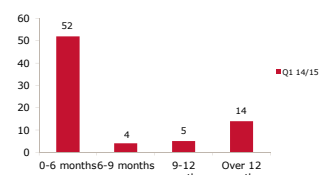
Outcomes



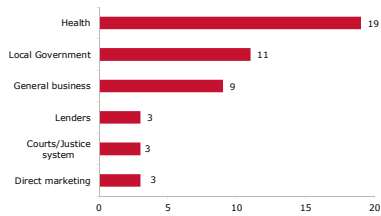
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	63	0	2
	Quarter 2						
	Quarter 3						
	Quarter 4						
Total		57	0	2	63	0	2

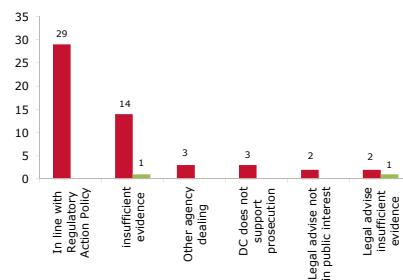
Age distribution of current caseload



Sectors generating most criminal investigations cases



Outcomes



Notices, Cautions and Prosecutions on all Enforcement work

